

Seekonk Public Library / Town of Seekonk

Position Available: Library Customer Services Associate

Internal Posting Date: July 14, 2021

Department: Seekonk Public Library

Job Title: Library Customer Services Associate

Duties/Description: Customer Services Associates provide direct service to library users primarily by: checking-out, renewing, reserving and requesting library materials; issuing library cards and maintaining library records; responding to user inquiries and requests; recommending books and other materials that may be of interest to the user; instructing users in how to use library equipment and other services, including electronic services; explaining to users the policies and rules of the library and network, resolving routine problems and referring users to others who can provide further assistance. Customer Services Associates also check-in materials, re-shelve materials, and process inter-library loans. Customer Services may be required to engage in other related activities as required.

Minimum Qualifications: Applicants must have a high school diploma or its equivalent. Applicants must be capable of operating a cash register, a personal computer, and related peripheral devices. Applicants must have basic knowledge of current Windows operating system, and Internet browsers and social media applications. Preference will also be shown to those with experience using automated library computer systems and the SIRSI/Dynix in particular.

Other Required Skills and Abilities: Customer Services Associates must have a strong commitment to public service and have the ability to interact courteously and patiently with the library users. Applicants must be able to communicate effectively with users and co-workers.

Applicants must be capable of understanding and executing the operational routines defined by the policies and procedures of the library and the SAILS network. A familiarity with public library services and practices is highly desirable. Preference will be given to those with prior library work experience and/or those with work experience involving direct service to customers.

Applicants must be able to work as a member of a team, adjust their activities to fluctuating demands of library users, and perform task despite frequent interruptions.

Physical Effort: Work effort involves sitting, stooping, walking, and standing. There may be a need to stretch, bend, reach lift 25 pounds, and push or pull fully loaded library booktrucks. Duties require standing effectively 90% of the time, and requires intermittent physical effort to move library materials and return them to the shelving.

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Hours & Conditions: This is part-time position and the person hired will typically work between 12 and 18 hours per week. Work schedule includes some evenings and Saturdays.

This position is covered under a collective bargaining agreement between the Town and the Seekonk Public Library Employees Association, MLSA, AFT Mass.

Compensation: The starting pay rate at Step 1 is \$16.78 per hour, and increases annually in three additional steps. There are no additional benefits.

Closing date: Applications will be accepted until a suitable candidate is hired.

To apply: Please submit a completed Town of Seekonk Employment Application form to the
Kathleen Hibbert, Library Director
c/o Town Administrator's Office
Seekonk Town Hall
100 Peck St.
Seekonk, MA 02771

The form can be obtained at the Library and the Town Administrator's office in Town Hall, or it can be downloaded from the town website at <https://www.seekonk-ma.gov/administration/pages/employment-opportunities>.